



CITY OF SAN ANTONIO

P.O. Box 839966
SAN ANTONIO, TEXAS 78283-3966

ADDENDUM II

SUBJECT: Invitation for Bid –A638-05, **ANNUAL CONTRACT FOR PERSONAL COMPUTER SERVICES** - scheduled to open April 9, 2004 and dated March 5, 2004.

FROM: Oswald Parker, Purchasing Manager, Purchasing & General Services

DATE: April 7, 2004

THE ABOVE MENTIONED BID IS HEREBY AMENDED AS FOLLOWS:

1. The opening date of April 9, 2004 has been extended to 2:00 PM, April 19, 2004
2. Q: When does the clock start for vendor service time?
A: The "Clock" starts upon vendor notification of a problem. Vendor will be paid for time starting when work begins at location.
3. Q: Is "Regular Time" 7:45am – 5:00pm or 8:00am – 5:00pm?
A: Change Regular time/overtime references to the same 8:00am-5:00pm and 5:00pm-8:00am where a time is referenced.
4. Q: Please clarify the estimated work hours for work orders and trouble tickets as well as the estimated hours to complete a work order as referenced on page14 and 15? (18,000 hours for vendor, vendor/city?)
A: Change estimated annual hours for trouble tickets to 1500 and for work orders to 500 where estimated hours are referenced.
5. Q: What was the contract value for last year?
A: The City estimated that approximately \$350,000 would be spent on this contract last year based on the number of estimated hours multiplied by the prices quoted by the vendor.
- 6 Q: How many employees are needed? Pg15 Par 4.10.

- A: No exact number of employees are required, but vendor will be responsible for supplying enough personnel to meet work demands.
7. Q: What is the correct contract period?
A: Change first sentence in contract period on page 10 to read: "Contract shall be for the period beginning October 1, 2004 and terminating September 30, 2007".
8. Q: How many City Help Desk Attendants are authorized to issue trouble tickets?
A: Currently the City has 12 authorized Help Desk Attendants that can issue trouble tickets
9. Q: Who were the vendors attending the prebid conference held on March 24th ?
A: Vendors that signed the vendor sign in sheet include:
- Missing Link, Inc
 - TRC Computer Service
 - ISS
 - Communication Technologies
 - Americas Computer
 - Dell Computer
 - P.I.N.S.
 - Media Riders

Oswald Parker
Purchasing Manager
Purchasing & General Services

LB/clb